

Annual Report 2005

Online & One-Stop *Services*

jobs.utah.gov

Department of Workforce Services



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Director & Chair Letter

We are pleased to present the 2005 Annual Report of the Department of Workforce Services (DWS). While we enjoyed Utah's robust economy this year, we are preparing Utahns to meet future economic challenges. A state plan was developed to follow the strategic direction laid out by Governor Huntsman and the State Council on Workforce Services. Illustrated in this report are accomplishments of DWS' workforce development efforts, complemented by data that portrays Utah's workforce, economy and outlook for the future. A few significant events and honors follow.

Utah was among 16 states honored by the U.S. Department of Agriculture for its exemplary administration of the Food Stamp Program. DWS officially ranked fourth in the nation for payment accuracy and was awarded \$561,367 for this achievement. DWS was below the federal Food Stamp payment accuracy tolerance level in federal fiscal year 2000. In just four years, DWS moved from 53rd place to fourth place.

In September, the U.S. Department of Health and Human Services, again awarded DWS a High Performance Bonus of over \$3.7 million for meeting goals of the Temporary Assistance for Needy Families (TANF) program during fiscal year 2004 — the sixth time we've been so recognized.

The Administration for Children and Families awarded Utah a \$25 million bonus for achieving the nation's largest decrease in out-of-wedlock births without a corresponding increase in the abortion rate. Utah was one of three states receiving this bonus.

We received national recognition by the U.S. Department of Labor for our Unemployment Insurance (UI) Division's performance in some of the most important core measures required for the year ending March 31, 2005:

- Number one in the nation in *Payment Time Lapse of Both Initial and Continued UI Claims* (this measures the percentage of UI claimants that are paid timely)
- Number one in the nation in *Non-monetary Separation Quality Score* (this measures the relative quality of the decisions the staff make to allow or disallow UI benefits)
- Number three in the nation in *New Status Determinations* (this measures the percentage of employers that are registered with the UI Tax Division within 90 days from when they became liable)

DWS continues to be a national leader in workforce development encompassing more than just employment or supportive services. We help maintain a vibrant economy and wholeheartedly support the U.S. Department of Labor's concept of E³ — power in the partnership of *Employment, Education and Economic Development*. DWS looks to the future with the knowledge that as an agency, we deliver services recognized as among the best in the country.

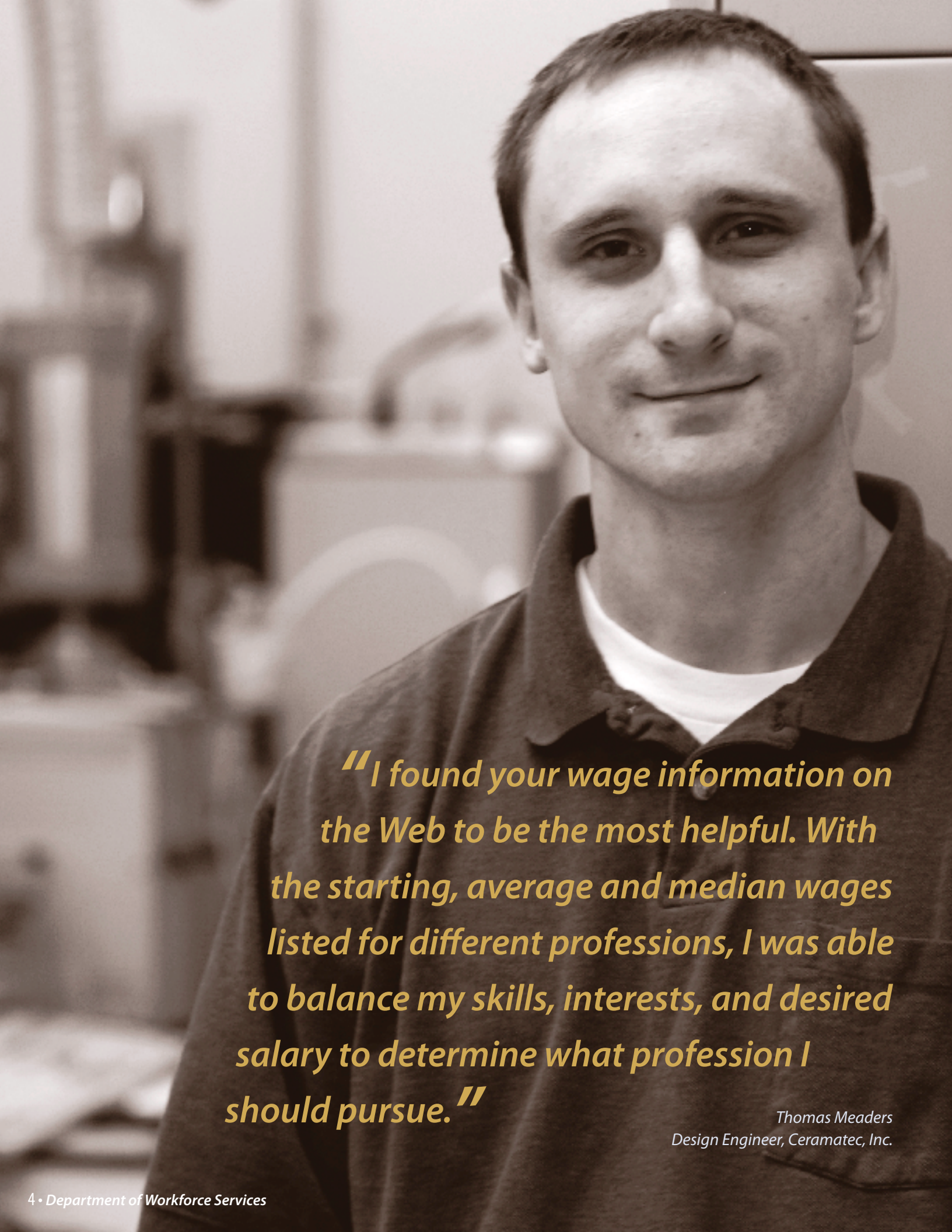
Sincerely,



Tani Pack Downing
Tani Pack Downing
*Executive Director, Department
of Workforce Services*



Kevin Crandall
Kevin Crandall
*Chair, State Council on
Workforce Services*

A man with short dark hair, wearing a dark polo shirt over a white t-shirt, is smiling slightly. He is in a workshop or factory setting, with blurred machinery and equipment in the background.

“I found your wage information on the Web to be the most helpful. With the starting, average and median wages listed for different professions, I was able to balance my skills, interests, and desired salary to determine what profession I should pursue.”

*Thomas Meaders
Design Engineer, Ceramatec, Inc.*

Introduction

Performance accountability is the process of linking what we do to what we measure. The process begins with identifying customers served by DWS. There are two major groups of customers: job seekers and employers.

Job seekers are defined as all individuals documented in DWS database systems as having received one or more services related to finding and keeping employment or determining eligibility for supportive services such as public assistance.

Employers are those people and organizations looking for qualified applicants to fill job vacancies. Employers also include organizations seeking business services such as labor market information and data about unemployment insurance.

Customer expectations are solicited and described through personal contact, surveys, and input from various customer and advocacy groups. Federal and state programs also define customer requirements. These expectations and requirements help to identify customer outcomes and goals. Achievement of outcomes and goals is measured with key indicators. These goals and key indicators are the focal point of the performance accountability system.

We classify services rendered to each customer group by function and process. Performance accountability is maintained through each of the DWS key business processes. These processes are those activities performed by the agency that produce the most critical results for customers and which, if not accomplished successfully, mean failure of our organization's mission. Emphasis on key business processes has the greatest impact on the department's desired outcomes. Key indicators are identified for

each key business process. The five key business processes are:

- Employment Counseling
- Eligibility
- Business Services
- Unemployment Insurance
- Online Services

Customers can choose to access services in two ways, either by visiting one of our 37 employment centers strategically located around the state, or via the virtual office at jobs.utah.gov. In either case, a customer has the ability to access an extensive menu of information and services that do not require DWS staff intervention.

Job seeking customers can access information for career counseling, preparation of job search materials, on-site employer recruitments, registration for job search, access to the largest bank of active job openings in Utah, as well as access to electronic resources such as computers, printers and fax or copy machines at no charge.

Business clients can access a vast array of workforce information, recruit for applicants on-site or via our state of the art employment exchange system, and find information and services that are essential in operating a profitable business in today's global economy.

Services that require greater intervention by DWS staff are also located at employment centers and on the Web site. To be more efficient and effective, DWS will ultimately provide all services online.

“My DWS employment counselor was the difference between success and failure for me. The person behind the program really makes the difference in the outcome. Thanks a million!”

*Wendee Yorgensen,
Registered Nurse*



Employment Counseling

key business processes

Employment Counseling is defined as those services to job seekers needing employment-related core, intensive or training services funded by Wagner-Peyser, the Workforce Investment Act (WIA), Acts of Congress related to trade (NAFTA/TAA), Temporary Assistance to Needy Families (TANF), Food Stamps Employment and Training, etc. Functions include labor exchange and case management. The strategic goal of employment counseling is to increase the earned income of individuals and families who participate in employment-counseling services.

Intensive and Training Services

DWS offers a variety of intensive and training services to help customers obtain or retain employment. These services may include career counseling, resource referrals, and supportive services. Also available for eligible customers is assistance with upgrading basic skills and/or obtaining a high school diploma or equivalent, occupation skills training, apprenticeship and worksite learning opportunities, and incumbent worker training. DWS may use a variety of funding sources to administer these services including the Workforce Investment Act (WIA), Trade Act, Temporary Assistance for Needy Families (TANF), Food Stamp Employment and Training, and Utah Displaced Homemaker (UDH).

As DWS trains and re-trains Utah workers, we are investing in a valuable asset, the labor pool. This is a win-win for Utah and its workforce because individuals are significantly more marketable. A highly skilled, well-trained workforce is the cornerstone of Utah's economic development.

Youth Services

Youth services provide leadership by connecting youth with quality secondary and post-secondary educational opportunities. It also connects youth with employment opportunities in high-growth industries. Utah formed a partnership with education, human services, community based organizations, and economic development to implement strategies for the youth most in need.

Through this partnership, the Transition to Adult Living (TAL) initiative was created. The focus of this initiative is on youth in foster care, those aging out of foster care, and youth involved in the juvenile justice system. The vision established through this partnership is "Youth who age out of foster care will live successfully as adults." A framework for improved services and outcomes was developed for at-risk youth as they become adults.

The infrastructure built for improved services and outcomes for these populations also improves services

Employment Counseling cont.

and outcomes for other high-risk youth as identified in the Department of Labor's Employment and Training Administration (ETA) guidance.

The Assistant Secretary of ETA, Emily DeRocco, initiated a Recognition of Excellence process in 2004 to honor programs of the nation's workforce investment system that demonstrate admirable performance. This annual process recognizes state and local programs, projects and initiatives that demonstrate innovation, collaboration, quality performance and links to business, education and community resources. Utah's Transition to Adult Living initiative received an Honorable Mention in the category of "Recognizing Special Populations in the Workforce."

Veterans' Services

As federal law directs, the highest level of preference is awarded to veterans in the allocation of employment and training services. Priority is given to disabled veterans.

Each employment center has a Local Veterans' Employment Representative (LVER) or Disabled Veterans' Outreach Program (DVOP) Representative assigned to help the difficult-to-place veterans with employment counseling services.

In addition to their regular duties, LVERs and DVOP representatives support the federally mandated Transition Assistance Program (TAP). This program targets separating or retiring military members and their spouses who have been out of the job market from four to 30 years.

In December 2004, Governor Olene Walker launched a new Veterans' Web portal designed to provide easy access to information regarding veterans'

status and records, veterans' benefits, employment and training, re-employment rights, and veterans' service organizations.

More recently, Governor Jon Huntsman, Jr., proclaimed June to be "Hire the Veteran Month" in Utah. In support of Governor Huntsman's proclamation, DWS mailed over 45,000 letters to Utah employers promoting the hiring of veterans. Additionally, numerous press conferences were held, including one at Hill Air Force Base that highlighted the Transition Assistance Program.

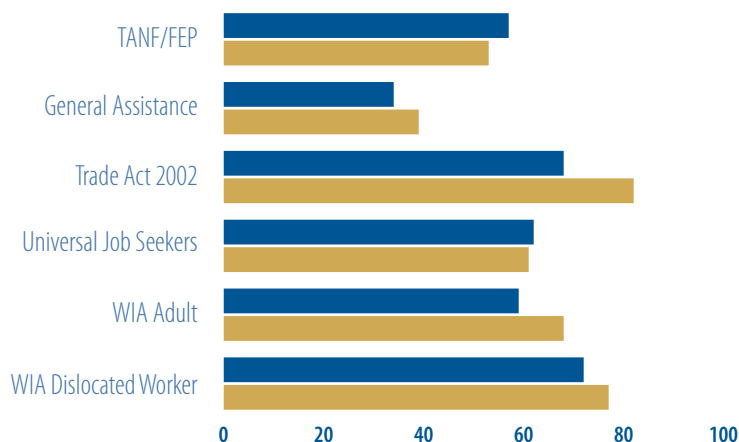
Utah's One-Stop Enhancement Grant

This grant reached a successful conclusion on June 30, 2005 and achieved the following objectives:

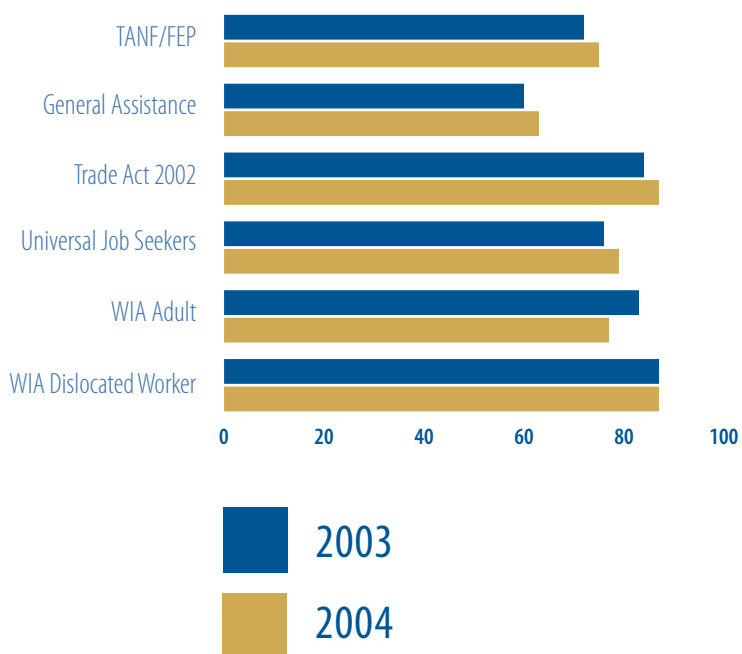
- Ensured that comprehensive One-Stop Employment Centers are welcoming and valuable to customers with disabilities.
- Ensured customers with disabilities the opportunity to significantly increase skill training and career and job development resulting in self-sustaining employment and career advancements.
- Developed training for DWS employees on working with people with disabilities.
- Assisted customers in navigating the many diverse state and federal programs.

Key indicators

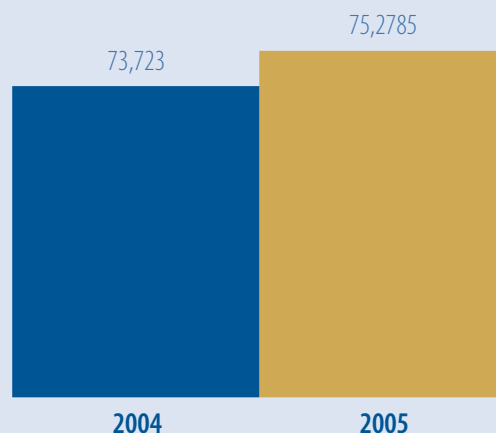
Entered Employment



Employment Retention



Universal Job Seekers with One or More Services



The Workforce Investment Act (WIA) of 1998 created a performance accountability system that mandated the use of Unemployment Insurance wage records to measure performance indicators. The Wage Record Interchange System (WRIS) is a nationwide system to facilitate performance accountability. It provides a means for exchanging interstate requests for wage record data among states. Utah began participating in WRIS in 2005. As a result of this participation, Utah experienced a six to eight percent increase in our performance measures for WIA Program Year 2004.

“DWS benefits made my efforts and success possible. Thanks!”

Amber Atkins, Wheeler Machinery



Eligibility

key business processes

Eligibility for funded programs is defined as those services to job seekers related to determination and issuance of supportive service benefits. The strategic goal of eligibility is to provide appropriate, accurate and timely supportive services including financial and child care assistance, Food Stamps, or Medicaid to all eligible job seekers and their families.

Food Stamps

The Food Stamp Program is the cornerstone of federal food assistance programs and provides crucial support to needy households and to those making the transition from welfare to work. The program serves as the first line of defense against hunger. It enables low-income families to buy nutritious food with Electronic Benefits Transfer (EBT) cards. Food stamp recipients use their benefits to buy eligible food in authorized retail food stores.

The total amount of Food Stamp benefits issued to eligible households continues to increase. In fiscal year 2005, Utah issued \$125,742,503 in food stamp benefits for a monthly average of 53,923 households. The dollar amount issued is a 5.8 percent increase from the previous year.

Food Stamp Payment Accuracy

Food Stamp payment accuracy is achieved when the correct amount of benefits are issued to a household based on its circumstances. Utah attained a historic high food stamp payment accuracy rate for federal fiscal year 2004 of 96.25 percent overall. Utah was

among 16 states honored by the U.S. Department of Agriculture for its exemplary administration of the Food Stamp Program. DWS officially ranked fourth in the nation for payment accuracy and was awarded \$561,367 for this achievement. DWS was below the federal Food Stamp payment accuracy tolerance level in federal fiscal year 2000. In just four years, DWS moved from 53rd place to fourth place and received Food Stamp Performance Bonus funding.

General Assistance

The state funded General Assistance Program serves single adults and married couples without dependent children who have physical and mental health issues that prevent them from earning more than \$500 per month at a job in the Utah labor market.

Because the caseload experienced tremendous growth over the years, the program struggles to remain within the general fund appropriations. With diminishing resources, the staff is challenged to find appropriate treatment options as well as other community assets to assist these customers in obtaining gainful employment. The average caseload from July 1, 2004 through June 30, 2005 was 2,292.

Eligibility cont.

Although many of these customers apply for Social Security benefits, the process often takes longer than the 24-month time limit for General Assistance. Therefore, customers may lose their financial support before their application with Social Security is approved. This is a very vulnerable population and sensitive to the economy in general, which means that the caseload will continue to fluctuate over the next year.

Family Employment Program (FEP)

The federal Temporary Assistance for Needy Families Block Grant (TANF) funds the Family Employment Program (FEP). The goal of FEP is to increase family income through employment, and where appropriate, child support and disability payments. Two important aspects of the program are its 36-month lifetime limit and its emphasis on universal participation. This means that most parents are expected to negotiate an employment plan that includes 34 or more hours a week in employment or other eligible activities that lead to employment. An employment plan may include:

- Job search
- Adult education
- Job skills training
- Worksite learning
- Community service

When assessment information suggests the parent is unable to perform at the expected level of participation, an employment plan is negotiated to support progress toward achieving the program participation expectation. These parents' employment plans may require activities such as counseling to assist in mental health or substance abuse issues.

FEP supports targeted training opportunities for parents in specific industries such as medical, busi-

ness, finance and construction fields that normally offer better opportunities for career advancement and wage growth. FEP also utilizes a case staffing model that supports collaboration among child welfare, substance abuse, mental health, justice, community organizations, and workforce services. Employees from the various agencies work collaboratively on a case to determine the most effective services to assist families.

Utah served an average of 9,304 TANF families in state fiscal year 2005, including 6,500 FEP families.

FEP also provides supportive services such as occupational skills training, child care, transportation or tools to help the customer become employed. Cash assistance and supportive services for the FEP families totaled approximately \$52,000,000 in 2005.

Utah Refugee Resettlement Program

The Utah Refugee Resettlement Program provides effective refugee resettlement. The program assists refugees in achieving economic self-sufficiency within the shortest possible time. The goals are employment and acculturation using coordinated support services including cash and medical assistance. DWS contracts with local refugee resettlement agencies and other service providers for English language training and mental health services.

This year Utah resettled approximately 706 refugees, most of whom were women and children. The African continent continues to be one of the largest generators of refugees, as over half the African countries are engaged in civil war or oppression. Several hundred Somali Bantus, an extremely marginalized population of African refugees, arrived in Utah. Other areas of concern in the world for refugees and internally displaced people are the Middle East, Near East, Asia, Indonesia, parts of Europe, Central and South America.

Key Indicators

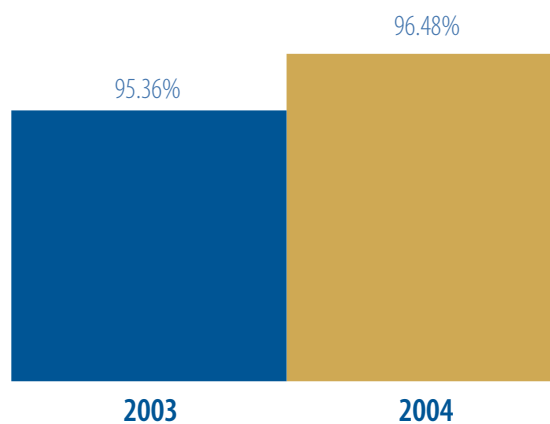
Utah Awarded Bonuses

- DWS officially ranked fourth in the nation in Food Stamp Accuracy and was awarded \$561,367 for this achievement.
- The U.S. Department of Health and Human Services, again awarded DWS a High Performance Bonus of over \$3.7 million for meeting TANF goals — the sixth time we've been so recognized.
- Utah was awarded a \$25 million bonus for achieving the nation's largest decrease in out-of-wedlock births without a corresponding increase in the abortion rate. Utah was one of three states receiving this bonus.

In 2005, the refugee resettlement program placed 774 refugee adults into employment, of which 668 were full-time positions. Many were newly arriving refugees while others were refugees seeking to increase their income through higher paying jobs. The average hourly wage of full-time jobs at the time of placement was \$7.15 per hour. Sixty-six percent of the full-time job placements had health benefits available as well.

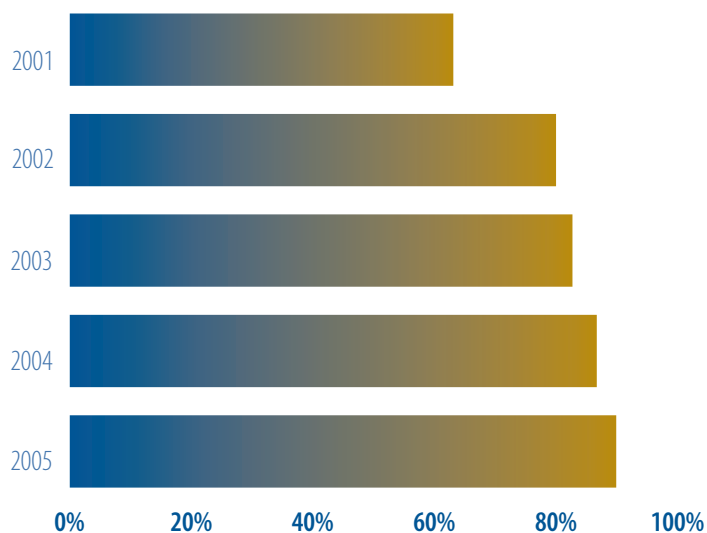
Increased refugee arrivals are expected for 2006, returning to pre-September 11, 2001 levels. As in the recent past, there will be an increase in diversity of the ethnicities, cultures, and languages of the refugees. With each new refugee population, the refugee resettlement program adjusts to address and serve each new population's unique needs.

Food Stamp Accuracy



Food Stamp payment accuracy is achieved when the correct amount of benefits are issued to a household based on household circumstances.

Timeliness of Applications Child Care 2001-2005



Number of "timely" determinations (30 days for issuances) divided by the total number of determinations. Includes approvals and denials.

“Thank you for developing a Web site that allows us to manage prospective employees. The personal attention given by DWS staff is unsurpassed. It’s a valuable recruiting tool for Convergys.”

Julie Colby, Sr. Associate, Convergys



Business Services

key business processes

Business Services are defined as those services to employers related to fulfilling their demand for labor and providing information about Utah's labor market and products to those experiencing layoffs and terminations. Funding sources for Business Services include Wagner-Peyser and Workforce Investment Act (WIA). The strategic goal of Business Services is to increase access to all job opportunities for Utah's labor force.

Mission

The mission of Business Services is to provide customized workforce solutions for business clients. Predicated on the same principles used in developing our employment centers, Business Services offers an information-rich environment that Utah businesses can access either online or offline. DWS offers solutions for recruitment and rightsizing. In support of Governor Huntsman's economic development goals, Business Services provides start-up recruitment assistance to attract businesses to Utah and promotes growth in targeted industries.

Utah's economy continues to provide both challenges and opportunities for Business Services and its customers. This was a milestone year. For the first time in DWS history (and previously Job Service), we exceeded 10,000 available jobs listed in our employment exchange system. Over the past year we served 13,225 Utah employers.

DWS continues to encourage businesses to list and manage their jobs via jobs.utah.gov. Since our Web site was created in 2002, the number of distinct Utah

employers utilizing it each year has doubled. Businesses in a self-service environment post 18 percent of all jobs.

DWS continues to strengthen relationships with companies that offer on-the-job training, and intern and apprenticeship opportunities to the residents of Utah.

Workforce Information Division

The Workforce Information (WI) Division carefully follows Utah's fluctuating economy. In order to administer the Unemployment Insurance (UI) program, DWS receives employment and wage data from all Utah employers subject to the unemployment insurance law. Each quarter DWS receives a census of employers and their employees, giving DWS the most complete and authoritative database on the Utah workforce.

The WI Division is the source of widely watched economic data such as the unemployment rate, job growth statistics, and occupational wage information.

Business Services cont.

Much of the economic data is collected in cooperation with the Bureau of Labor Statistics which compiles individual state's data to create the national economic statistics.

Utah is in the unique position of not only participating in the gathering of economic data but also in supporting national data gathering and analysis through contracts to produce and support software used across the country. Utah developed, maintains and supports the source code to collect, analyze and report each state's Quarterly Census of Employment and Wages mentioned earlier. In addition, the WI Division developed the software used by every state to project industry and occupational growth.

Targeted Industry/Occupation Approach

DWS recognizes that business moves at incredible speed. Today's economy requires the workforce system to provide businesses with a skilled and trainable workforce.

DWS continues to focus on moving intensive-service customers who are either unemployed or underemployed to the workforce into an occupation in demand within Utah's economy. DWS provides tools to facilitate informed career decisions – decisions that will move customers from pre-employment knowledge and skills to entry-level positions for occupations in demand.

This year the Utah Business Relations Group focused on targeted occupations which provide family sustaining wages, a positive outlook for job growth, and a clear career ladder, even if the entire industry is not projected to grow. This group consulted with labor economists to determine which industries and occupations will drive Utah's economy in the 21st century. DWS also works with industry, education

and economic development partners to support an infrastructure in Utah that will educate parents, students and those in the midst of a career change to understand the advantages of entering high-demand industries and occupations.

DWS labor economists predict that the industry sectors and occupations driving Utah's economy over the next few years will include healthcare, construction, computer programming, automotive, truck driving, manufacturing, banking, clerical and teaching. In addition, two unique Utah industry needs were identified as the mining, oil and gas industry and interpreters for the deaf.

University of Utah

U.S. Secretary of Labor Elaine L. Chao announced an award of \$872,000 to the University of Utah (U of U) for its Clinical Faculty Associate (CFA) Model under the President's High Growth Job Training Initiative. The CFA model is a collaborative initiative with DWS, the U of U, Intermountain Health Care and Veterans Administration hospitals.



Big Opportunities in Registered Nursing

The U of U will use the grant to increase the number of clinical faculty available to train nurses at the baccalaureate level and to help retain clinical nurses and faculty by promoting career advancement. The openings for Bachelor of Science in Nursing (BSN) students will be made available to those eligible for WIA training funds. Thirteen clinical faculty associates will enroll in the Teaching Nursing Program over two years and 32 additional students will enter BSN programs.

BORN

DWS continues in its successful partnership with the Hospital Corporation of America and two Utah nursing programs. The 20 Salt Lake Community College Big Opportunities in Registered Nursing (BORN) students continue toward graduation this December. Twenty additional nursing students are moving ahead at Utah Valley State College.

House Bill 145 Signed

DWS partnered with Sorenson Media and the Office of Rehabilitation to develop a strategy for the workforce development of interpreters for the deaf. Governor Huntsman signed House Bill 145 allowing the use of the Deaf and Hearing Impaired Fund monies to train certified American Sign Language interpreters.

National Student Nurses' Association

DWS assisted in staffing a successful recruitment booth at the 53rd Annual Conference of the National Student Nurses' Association this year. Many out-of-state nursing students expressed their interest in the new Utah Health Careers Web site (www.utahhealthcareers.com) and in relocating to Utah for employment after graduation.

In the past, Utah healthcare facilities competed to recruit for vacant positions. This new collaboration will save thousands of dollars in recruitment costs and will send a powerful message that Utah healthcare

Economy

Utah's economy enjoyed robust activity in 2005. The previous year's rebound carried its momentum forward into this year. Employment growth in the three percent range represents the level where Utah historically sees its economy perform. It has been seven years since Utah employment last expanded at this pace.

The national economy also continued to improve in 2005. When evaluating all the states, Utah's employment growth places it within the top five. Much of the turnaround from recession and the current robust employment expansion is based on population growth. Population growth can drive economic growth. When the nation's economic environment improved, Utah was poised for above-average gains in relation to most other states.

All industrial sectors are adding new jobs, although some are adding them at a faster pace than others, such as construction and professional and business services. This diverse expansion suggests that most occupational categories (low-, medium-, and high-paying jobs) are expanding.

The state's unemployment rate was in the high four percent range for most of the year. There are no indications that this rate will rise anytime soon. The trend is more likely to go lower than higher.

Business Services cont.

providers are unified, that there are great opportunities for healthcare careers in Utah, and that candidates can choose which Utah facilities best match their employment desires.

Utah Interpreter Lab

DWS accessed grant dollars to fund the upgrading of the Utah Interpreter Lab at the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing. This upgrade resulted in eight newly equipped practice workstations and additional study resources for the professional development of interpreters and for those preparing for their certification testing.

Incumbent Worker Training

The Utah Incumbent Worker Training Program strives to create a world-class workforce in Utah through continuous improvement to the skill levels of Utah workers employed in targeted industries and occupations. This complies with Utah Code 35A-5-201 Workforce Improvement Plan.

Industry Roundtables

Regional roundtables are held for the manufacturing, healthcare and automotive industries. This unites the public workforce system, education and industry to work toward common goals.

Construction Career Days

This program introduces the construction industry as a viable career option. Hands-on activities teach students about construction occupations and the training required. This, along with professional demonstrations, helps students experience what the construction industry can offer them.

The construction industry in Utah is expected to continue growing at 3.4 percent per year, faster than the

3.1 percent state average for all industries. Business Services forecasts 23,000 new positions during the ten-year period of 2002-2012. Due to this immense growth and the retiring of the “baby boomers,” it is imperative that we use every means possible to build our construction workforce.

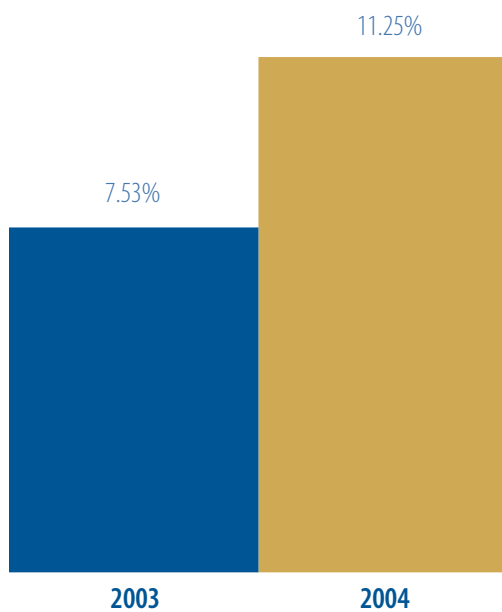


“To make good decisions you need good information. As Utah’s largest business association, the Salt Lake Chamber and its members need reliable and accurate data. DWS workforce information gives us what we need. We can use it with confidence because we know it has been researched meticulously.”

*Lane Beattie, President and CEO
of the Salt Lake Chamber*

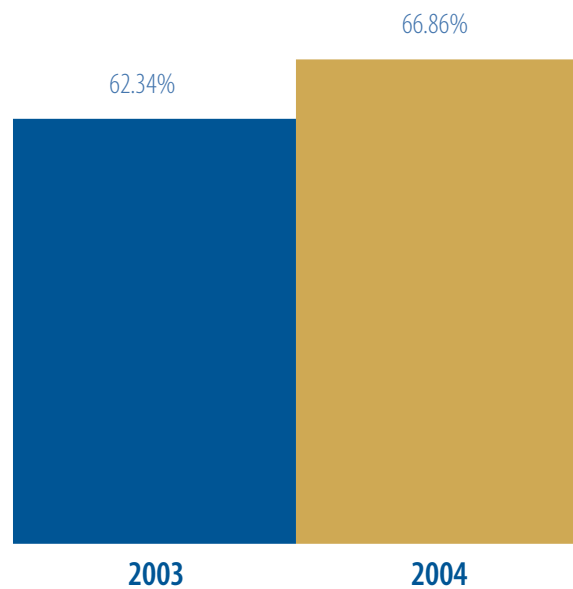
Key indicators

New Employers Engaged



Defined as the number of new employers (within six months) served with one or more job orders for the first time at DWS divided by the total number of new employers (within six months). Tax records provide the source of information pertaining to new employers.

Employers Retained



Defined as the total number of employers that placed one or more job orders with DWS in the most recent 12 months divided by the total employers served with one or more job orders in the prior 24 months (12 to 36 months ago).



Greg Bishop
Professional Stage Hand

“I filed for unemployment insurance (UI) benefits the first time this year when a major stage production suddenly cancelled its Utah run. I was encouraged to accept jobs, report my earnings, and receive an adjusted benefit check. UI benefits kept me in the local labor market until I could return to full-time work. I like Utah’s new debit card for benefit payments, too.”

Unemployment Insurance

key business processes

Unemployment Insurance (UI) is defined as those services to recently unemployed job seekers eligible for UI benefits and reemployment services as well as services to employers paying UI tax contributions. The strategic goal of UI is to treat employers equitably and fairly with respect to unemployment contributions and to promptly pay proper benefits to eligible claimants.

UI Benefits

The unemployment insurance (UI) claims volume continued to decline throughout 2005. With an unemployment rate in the upper 4 percent range, Utah returned to its historic pattern of falling at least 0.5 percent below the national unemployment rate. About 70,000 unemployed Utah workers filed claims for regular UI benefits in 2005, down 13 percent when compared to 2004. Utah's average benefit duration of 13 weeks is among the lowest in the nation. Forty percent of Utah's claimants receive five or fewer weeks of benefits. About 20 percent of eligible claimants qualify for the maximum duration of 26 weeks of benefits. The current maximum weekly benefit amount of \$371 is received by 20 percent of total claimants.

Claimants must register for work and make an active work search unless they are among the 25 percent job-attached and seasonally unemployed workers awaiting call back to employment. Claimants identified as likely to exhaust benefits are referred to a one-stop center for individual assessment and reemployment services. Use of DWS' Internet

reemployment Web site is promoted in all contacts and informational materials.

In 2005, Utah became the first state in the nation to move to 100 percent electronic UI benefit payments. Claimants now select direct deposit or the new Utah EPPICard debit card. Elimination of paper checks increased payment security and convenience for customers and improved efficiency and integrity for the UI system. DWS' UI Claims Center fielded approximately 270,000 calls in 2005. The UI Division also provided assistance to over 500 Louisiana workers who were displaced by Hurricane Katrina.

The UI Division will implement Phase I of CUBS (Comprehensive Unemployment Benefit System), the first real-time online benefit payment system in the country, in January 2006. Phase II will commence subsequent to implementation of Phase I to complete the project.

UI Contributions (Taxes) and New Hires

Utah leads the nation in Internet services offered to its nearly 65,000 registered employers. While the

Unemployment Insurance cont.

majority continue to access services at our Web site jobs.utah.gov/ui/, the introduction of the state's new one-stop business registration site also received kudos from new employers. New employer registrations for 2005 decreased from earlier levels that reflected a flurry of activity related to economic recovery. This year, DWS registered 13,000 new employers with more than 70 percent registering online. Use of the Internet to file quarterly tax reports or to pay taxes continues to increase by about 1,000 employers per quarter. Employers reported an average of 250,000 new hires per quarter this year, with 70 percent reporting electronically.

Benefit costs were down approximately 20 percent when compared to the previous year. DWS paid out approximately \$140 million in regular UI benefits during 2005. While this is a sharply elevated level when compared to the late 1990's and the first part of this decade, it represents a significant drop when compared to the \$252 million and \$221 million paid out in 2002 and 2003 respectively.

The Unemployment Trust Fund began to show signs of recovery following the stress due to record numbers of claims experienced over the past few years. Although the fund realized a positive cash flow in 2005, it will continue below the Minimum Adequate Reserve level for several years to come. As a result, UI tax rates will continue to be elevated for 2005 and beyond until it is replenished.

UI Program Integrity

In 2005, the UI Division made significant advances in its efforts to prevent and detect improper UI benefit payments through the use of enhanced automation. Utah served as a national pilot site

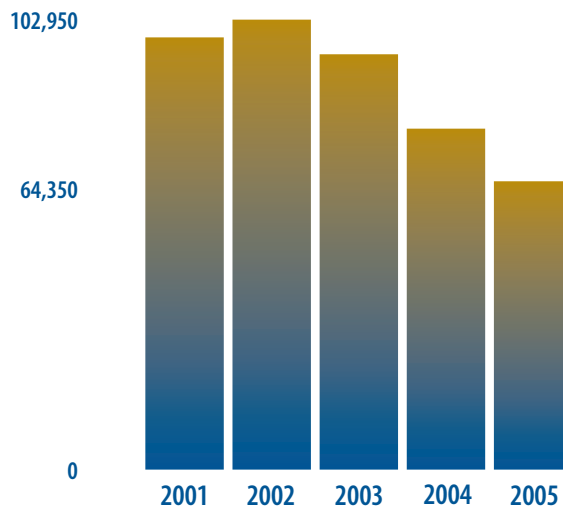
for development and testing of two powerful new integrity systems: the National Directory of New Hires, to detect claimants' unreported work and earnings, and the State Unemployment Tax Act (SUTA) Dumping Detection System, to identify employers attempting to evade payment of UI taxes.

Utah a Leader in the Nation

- Utah is first in the nation in speed of first benefit payments to claimants.
- We are third in the nation in speed of account establishment for new employers.

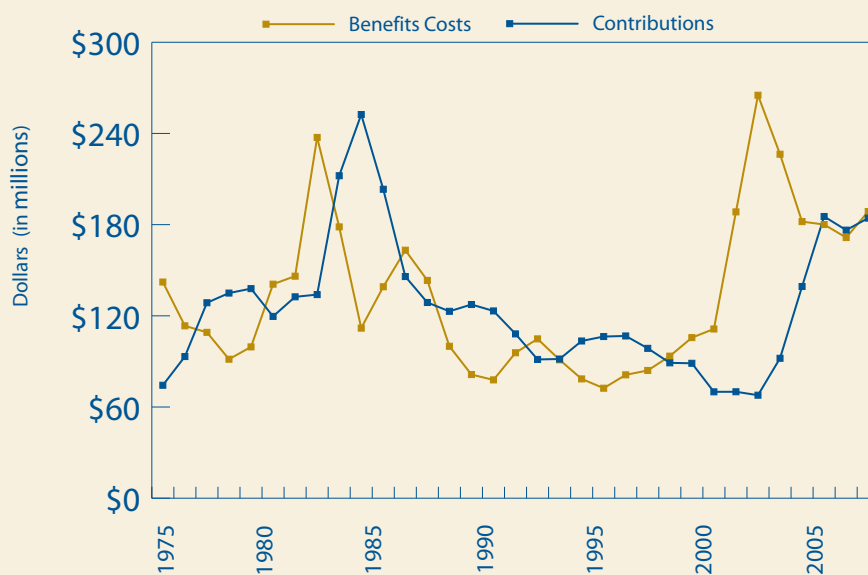
Key indicators

New Claims



Projected Contributions vs. Benefits Paid

(Adjusted to April 2004 dollars)





"At MyFamily.com, I always post our positions online. The Web site is easy to use and I do it from my desktop whenever I want. A new job opening goes online in a just few minutes and I've had applicants respond in less than a half an hour. Posting on DWS is one of the first things I do when I need people."

*Sean O'Donnell, Recruiter
Member Services*

Online Services

key business processes

Delivering services and information online is the most cost effective, efficient method in which to serve our customers. The DWS Online Services group supports Governor Huntsman's commitment to make state government more efficient by identifying, implementing and promoting strategic online applications eliminating the need for a phone call or visit to an employment center.

jobs.utah.gov

DWS' Web site jobs.utah.gov provides job seekers and employers 24/7 access to the largest employment exchange in Utah. This past year, DWS seriously promoted the self-directed side of jobs.utah.gov, resulting in an unprecedented shift to online services. More and more job seekers and employers are connecting with each other without the telephone or a visit to an employment center. Facilitating this virtual job connection via the Internet has proven to be a cost savings to DWS and is widely accepted as a convenient and timely employment exchange.

Via jobs.utah.gov, employers are able to:

- Search online for new employees
- Report quarterly UI taxes
- Access the New Hire Registry
- Locate economic and wage data, and much more

In addition, job seekers are able to:

- Register for work online
- Access the electronic job board
- Search for child care
- Access economic information
- Find information about training services
- Access links to other helpful Web sites

careers.utah.gov

This Web site was developed by the Workforce Education and Economic Development Alliance or WEEDA. This ad hoc committee of our State Council on Workforce Services includes partners from Public Education, Higher Education, Vocational Rehabilitation, the Governor's Office of Economic Development and DWS. This group strategically identifies workforce development areas that require inter-agency partnership solutions. In essence, connecting these agencies in a unified fashion allows for resources to be concentrated where they will provide the greatest chance for workforce development success.

Careers.utah.gov incorporates current Utah labor market and education information to guide parents, teachers and students in successfully choosing a career. It provides information regarding what occupations are predicted to be good choices in Utah as well as which skill sets are required, how to obtain training, what training will cost and how to obtain financial aid. It also indicates what jobs are available in those occupations today, what the jobs pay, and which employers typically hire for those jobs.

Online Services cont.

ut.skillwindow.com

SkillWindow, developed by the Workforce Information Division of DWS, takes real-time data from job postings in Utah and surrounding states, analyzes the data for specific skill sets, and displays by occupation the skills sets employers are seeking. In turn, SkillWindow supplies information for the careers.utah.gov Web site and is available to employers, educators, job seekers and those trying to determine which career to pursue. This site can assist educators in providing the curriculum necessary to teach the skills in demand for specific occupations. This helps students select courses for work, technical training or college to provide a more qualified workforce for Utah employers.

business.utah.gov/registration

Throughout 2005, DWS continued to work with its partners to improve and expand Utah's award-winning Web site for One-Stop Business Registration: business.utah.gov/registration. The site now provides fingertip access for information and forms at:

- Utah Cities and Counties
- Utah Department of Commerce
- Utah Department of Environmental Quality
- Utah Department of Workforce Services
- Utah Labor Commission
- Utah State Tax Commission
- U.S. Internal Revenue Service

One-Stop Business Registration is a secure online service available 24/7. It streamlines the process of registering a new business in Utah. This site guides the new business registrant through a series of questions designed to comply with federal, state and local government registration requirements, allowing the user to complete the process as quickly and accurately as possible.

justforyouth.utah.gov

The Just For Youth Web site was developed by the Transition to Adult Living Web Site Taskforce in consultation with youth in foster care. It is a youth-friendly site with information about education, employment, housing, finances, health, food and nutrition, mental health, substance abuse, pregnancy and parenting, transportation, social activities and legal resources. There are also separate links for foster parents, foster youth and alumni. This resource simplifies career planning for youth while links to DWS provide ready access to information about jobs, career planning, the labor market and more.

eREP

The Electronic Resource and Eligibility Product (eREP) project is automating manual processes for eligibility activities for the Departments of Workforce Services, Health, and Human Services. Eligibility systems developed and implemented across the nation in the 1980's are now being replaced in many states to address evolving program, policy, business, and technology changes. A gap analysis had indicated that the current eligibility system was only meeting about 52 percent of today's business needs.

The eREP consortium is at the forefront of using technology to solve complex eligibility decisions. Core Eligibility, Food Stamps and General Assistance programs, and Medical Services and Children's Health Insurance Program (CHIP) programs are eREP's three project subdivisions.

The eREP project uses an enterprise solution framework that includes basic eligibility-related functionality expanded to include Utah-specific requirements. A rules-based system, eREP will ensure accuracy and consistency in determining eligibility and calculating benefits. The eREP solution provides 24/7 access to services via the Web.

Key indicators

The first project, Core Eligibility, included:

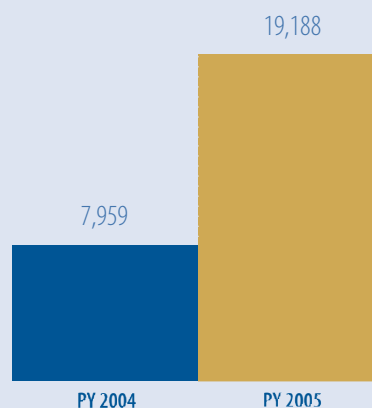
- Utah Cares – a Web-enabled screening-of-needs and referral to state and community-based organizations.
- InfoSource – an integrated online policy and procedures manual.
- Screening of Potential Programs – a Web-enabled component that screens for state eligibility related programs at a high level. The screening pilot was implemented in July 2004.
- Eligibility for TANF / Child Care – full eligibility determination and benefit calculation functionality.

Project Two, eREP Food Stamps and General Assistance, began early this year and is being developed with state resources and supplemented with contract programming resources. The eREP Medical Services and CHIP project began in the latter part of this year. The system is scheduled to be implemented in mid 2007.

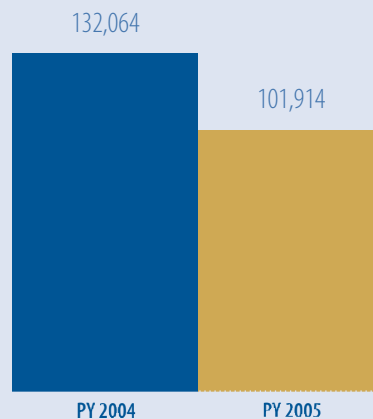
CUBS

Utah will implement the initial phase of CUBS (Comprehensive Unemployment Benefit System) in January 2006. The new system will streamline processes for greater efficiency, increased accountability, and improved customer service. Immediately following Phase I, CUBS Phase II development will complete essential benefit-related automation capabilities that will improve benefit and employer appeals processes, speed electronic employer communications and notices, and further ensure program integrity and security. CUBS is the first real-time, online benefit payment system in the country.

Job Orders Created Online



User Names Created Online



Includes job seekers that already had records with DWS but not a Web user name, and job seekers that DWS had no record of before they created a Web user name.

Special

initiatives

Child Care

Our future depends on the cognitive, social and emotional preparedness of our children and youth. The child care profession is a major contributor to Utah's economy. Child care services provide the critical support that families need to be economically self-sufficient and divert families from other financial supportive services. Quality child care not only impacts the quality of life for Utah children and families, but for our society as well.

Children in high-quality child care demonstrate greater mathematical ability, greater thinking and attention skills, and display fewer behavioral problems than children in lower-quality care. These differences hold true for children from a range of backgrounds, with particularly significant effects for children at risk. (Peisner-Feinberg, et.al., 1999)

On a given day, there are approximately 33,000 Utah children being cared for in regulated child care settings. Research indicates that the single most predictive indicator of child outcomes is the economic stability of the family. Research also shows that children do best when their families achieve increased employment and income, when they live in low-conflict households with the love and support of both parents, and when they spend time in high-quality child care and after-school activities.

The Office of Child Care supports working families and child care providers to ensure quality child care is available to every child in Utah who needs it. The federal Child Care and Development Fund (CCDF) funds most of the office's activities and helps families obtain child care services. A percentage of the CCDF must be used to support child care providers and to improve the quality and access of care.

In fiscal year 2005, the Office of Child Care commissioned a study of the economic impact of child care in Utah and found that the child care industry employs more than 8,000 workers. Annual gross receipts for the industry are about \$250 million. The availability of regulated child care increases the gross earnings of Utah's labor force by about \$480 million per year and this generates approximately \$24 million per year in state income taxes. Some interesting facts include the following:

- Out of 435 employment sectors in Utah, child care ranks 46th in total employment
- Child care ranked 126th out of 435 sectors in Utah in terms of annual gross receipts
- Wage levels in the industry are very low; child care ranked 433rd out of the 435 sectors

2005 Work/Life Award Winners

The Work/Life Awards honor companies that best foster employee success in healthy work, community, and home lives, creating stronger Utah businesses.

- 1-800-Contacts
- ARUP Laboratories
- Employer Solutions Group
 - Futura Industries
 - Nicholas & Company
 - NPS Pharmaceuticals
 - Radius Engineering
 - Redmond Minerals
- Regence BlueCross BlueShield of Utah
- Sunshine Terrace Foundation

Utah Commission for Women & Families

The work of the Commission for Women and Families focuses on projects to increase the quality of life for Utah women and families. Current projects include the 2005 Domestic Violence Survey, Utah Women and the Law, A Research Handbook, Out-of-Wedlock Pregnancy Prevention Grants, and the Women's Achievement Awards.

There are 15 commissioners from throughout Utah who volunteer their services. Their experience and knowledge are important to the commission and to DWS.

Utah Commission on Marriage

The mission of the Utah Commission on Marriage is to help people form and sustain healthy, enduring marriages. During fiscal year 2005, the commission reached approximately:

- 24,000 couples with an interactive handbook distributed at the time of marriage licensure
- 1,789 individuals with relationship skills-building workshops and classes
- 300 professional counselors with couples' counseling training
- 217 faith and community leaders through a conference to share resources

The 13th annual Marriage Week USA conference was held with approximately 1,000 in attendance. Four "Gold Medal Marriage" couples were honored at the conference.

Marriage Conference

The Marriage Commission used TANF funds to convene a statewide conference for community groups and other stakeholders to promote healthy marriages. The commission developed and distributed an information booklet on healthy relationships to couples applying for a marriage license. TANF also funds information packets on newborn care for first time parents and information for non-custodial parents emphasizing the importance of providing financial and emotional support to their children.

Budget *information*

General Fund History

FY 1996	\$59,064,300
FY 1997	\$51,923,500
FY 1998	\$47,209,590
FY 1999	\$49,888,800
FY 2000	\$52,900,100
FY 2001	\$54,213,100
FY 2002	\$53,451,998
FY 2003	\$52,136,800
FY 2004	\$55,332,000
FY 2005	\$59,622,277
FY 2006*	\$60,162,500

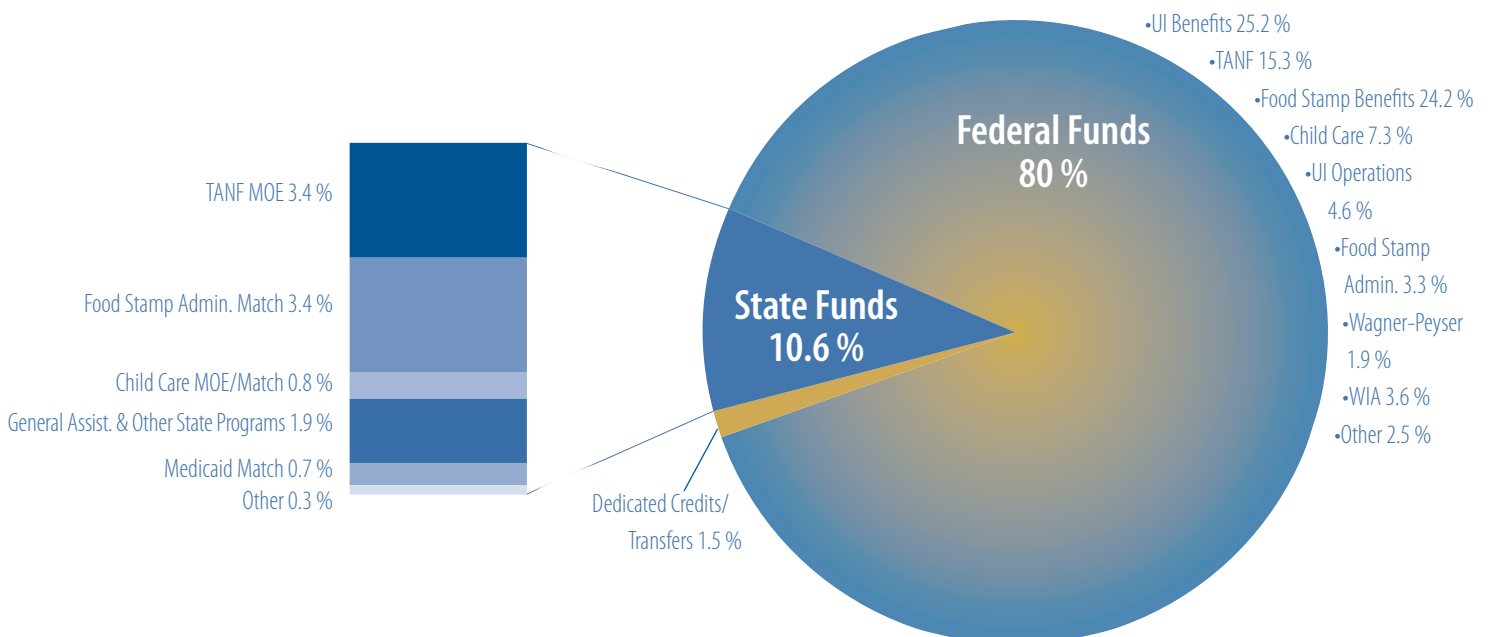
*Appropriated

In state fiscal year (SFY) 2005 DWS spent over \$565 million. Over \$390 million of benefits and assistance were paid out to DWS' customers and another \$174 million was spent internally to operate DWS' programs and provide services. After several years of economic challenges in Utah, substantial improvement is reflected in the fact that unemployment insurance benefit payments were down to \$137 million. This is \$55 million less than the previous year and almost 40 percent less than the peak two years earlier. However, this decrease was offset in part by an increase of almost \$18 million in Food Stamp benefits issued reflecting the needs of Utah's working poor.

Funds were used to meet matching or maintenance of effort (MOE) requirements in order to receive federal funding. By maximizing the use of its federal funding, DWS has been able to continue its programs and services in spite of the difficult fiscal constraints experienced throughout state government. TANF funding was again used to keep child care programs intact and to provide training to eligible individuals. Federal Reed Act and Workforce Investment Act funding were used to enhance employment services throughout the department.

Re-authorization of TANF, Child Care, and WIA federal programs are still looming on the horizon. In the meantime, DWS paid for operations via federal funding provided by Congress through continuing resolutions. This is enhanced by using the remaining funding from the six-year block grants. Since re-authorization is still pending, both the current budget and the Governor's budget recommendation for SFY 2007 are again based on assumptions about congressional funding decisions that have yet to be made.

Almost 88 percent of DWS' 2005 funding came from federal sources. Most of its State General



Regional Council

reports

North Region

North Region is divided into two areas: the Bear River Area and the Wasatch North Area. Councils in both areas focus on workforce development needs in the community through the following committees: Bear River Training Job Seekers Committee, Bear River Marketing and Training for Employers Committee, Wasatch Training Employer and Marketing Taskforce, Community Building and Families Taskforce, and Youth Councils.

Workforce Development

Increasing worksites is a workforce development strategy in the North region. The staff increased its knowledge of services through community partnerships and training. Staff awareness of apprenticeships increased and local office contacts were established.

Employment Exchange

In 2004 community access portals to jobs.utah.gov increased through continued outreach to community partners. Workshops, job fairs and Regional Business Consultant Teams identified needed marketing, training and follow-up activities.

Quality of Work-Life

Individual Development Plans were completed for staff. Monthly coaching sessions helped the staff reach their employment goals. Each employment center manager developed plans to address areas for improvement based on the DWS Service Provider Survey. An employment center manager e-mailed the staff in the region to request suggestions for quality of work-life. The Regional Management Team identified local issues to be addressed.

Bear River Area



Dawn Skorka

Council Chair, Wal-Mart

The three-county Bear River region remains somewhat insulated from the national economy. All three counties grew in terms of jobs at a pace of about three percent in 2004. Cache County, the

largest contributor of jobs, grew at a 3.6 percent pace, while both Box Elder and Rich Counties added jobs at a 2.8 percent rate. Unemployment in the Bear River Region remains lower than the state but varies across its counties. Cache and Rich Counties registered about a 3.3 percent jobless rate, while Box Elder County was 5.4 percent, about the same as the state.

Building activity is increasing in this area; the Bear River North area will continue on its growth profile, as evidenced by lower unemployment rates and improving job growth.

The Training Committee members developed and presented the Critical Workplace Skills PowerPoint presentation for youth enrolled in middle school and high school. Professionals from the Society for Human Resource Managers (SHRM) made presentations at the local area high schools to approximately 1,000 students.

Economic Stability

The Bear River North Regional Council on Workforce Services is dedicated to pursuing programs that provide services to the communities and support the local economy and its employers in their search to hire qualified employees.

Regional Council Reports cont.

Bear River Area continued

The Bear River Youth Council monitored programs that served 74 youth. The WIA Youth Leadership Project partnered youth with the Hispanic Health Coalition and the Bear River Health Department to assist in a community health fair at Willow Park Fairgrounds.

The Bear River Marketing Taskforce members collaborated with the Training Committee members and SHRM to sponsor an Employer Law Summit for approximately 100 employers.

Wasatch North Area



Gary Knapp
Council Chair, Enable Industries

The Wasatch North area (Davis, Morgan, and Weber counties) experienced an improved economy and labor market as job growth continued and unemployment held steady. Within the three-county council area, Davis County experienced the best rate of job creation (3.9 percent in 2003 to 2004) with Weber County growing at a 1.4 percent pace. Unemployment in the area ranged from five to six percent with Davis County's rate of joblessness nearly a point lower than Weber County's. Morgan County enjoyed eight percent employment growth and very low unemployment, 3.2 percent, in 2004.

Construction activity, represented by the valuation of building permits authorized and the number of permits granted, also increased in the area. Most of the growth, however, occurred in Davis County. The Wasatch North Regional Council continues to re-

spond to the demands of the economy by adding jobs and keeping unemployment under control while stimulating spending and building activity.

Economic Stability

The Wasatch North Regional Council is dedicated to pursuing programs that provide services to the communities and support the local economy and its employers in their search to hire qualified employees.

The Wasatch Youth Council, through the Futures Through Training (FTT) program, served 408 youth. FTT partnered with the Veterans of Foreign Wars and the Army Reserve Family Readiness Committee to complete their Leadership Project, which honored and supported the soldiers in the 872nd unit with care packages and a family party before deployment to Iraq.

The Facilities and Operations Taskforce members support the DWS Facilities Five-Year Master Plan and monitor the DWS employment centers' operational needs throughout the region.

The Training Employers and Marketing Taskforce members continue to strengthen the relationship among DWS, educators, and employers. They accomplish this by providing feedback to DWS staff concerning the careers.utah.gov Web site and by marketing DWS services to employers and educators.

The Community Building and Families Taskforce defines DWS' role in community partnerships by identifying community partners and by determining which programs are most beneficial to DWS.

Southeast and Uintah Basin Regions



Paul Nielson

Uintah Basin Council Chair, Uintah Basin Telephone Association



Deb Dull

Southeast Council Chair, Pacificorp

The Eastern Region includes seven counties covering the eastern half of Utah along with the Ute Tribe Reservation in Uintah Basin, and the Navajo Reservation in San

Juan County.

Between the first quarters of 2004 and 2005, the region added roughly 1,700 jobs, a 4.9 percent increase. Job growth in the region accounted for four percent of the jobs created in the state as a whole during the period — a great result considering the seven counties make up a little more than three percent of Utah's total population.

The Uintah Basin's labor market increased in the year since the first quarter of 2004. The number of jobs grew 9.3 percent in Duchesne County and 7.9 percent in Uintah County. In Daggett County, the Basin's northern rim, employment declined 2.8 percent as construction and local government both registered decreases. Carbon County experienced a 2.2

percent increase in the quarter. Emery County's jobs increased, but the one percent increase was in sharp contrast with last year's high job growth numbers. It is important to note, however, that last year's data was skewed by the annexation of Grand County's portion of Green River City.

Grand County experienced a 6.6 percent increase in employment growth during the first quarter due to increased tourism. San Juan County registered a one percent decline in the number of jobs.

Key employment sectors in Eastern Region are oil and gas, mining, utilities, healthcare and government.

The region operates with two regional councils: one covering the three counties in the Uintah Basin (Daggett, Duchesne and Uintah), and the second covering Carbon, Emery, Grand and San Juan Counties.

The Southeast Regional Council helped develop and support the concept of a regional energy training center to serve the mining and energy sectors. A formal proposal was forwarded to the Department of Labor. The Targeted Industries Taskforce assisted in developing a program to double the number of Licensed Practical Nurse (LPN) and Registered Nurse (RN) slots at the San Juan Campus of the College of Eastern Utah. The taskforce is reviewing the need for skilled workers within the power utility and mining industries.

The council strongly supports programs that help small businesses and entrepreneurs succeed. A grant

Regional Council Reports cont.

Southeast and Uintah Basin continued

administered through the council supported the startup of 79 small businesses. Two years later, over 60 of those are operating entities. The council, in concert with the Uintah Basin Regional Council, recently formed a taskforce to look at improving local entrepreneur support and to locate additional funding to sustain the business assistance programs.

The Uintah Basin Regional Council also formed a taskforce to increase and strengthen the local LPN and RN programs offered by Uintah Basin Applied Technology College (UBATC) and Weber State University, respectively. As a result, Weber State agreed to offer the RN program every year, instead of every two or three years. The council also supported the construction of a new building in Vernal to be jointly used by UBATC and Utah State University to meet the needs of a growing education enrollment and the surging energy industry.

The Uintah Basin Youth Council, operating under the regional council, coordinates DWS youth programs in the three-county area and regularly recognizes at-risk youth successfully completing their programs.

Economic Stability

At the end of each year, the Eastern Region Leadership Team (ERLT) meets to review results and set goals for the upcoming year. The goals are quantifiable and meaningful, and assignments are made to implement goal-related changes. Each quarter thereafter, the ERLT reviews the goals and program outcomes. There is always a three-way focus on evaluating improvements: helping the customer, delivering services effectively, and meeting state and federal mandates.

Eastern Region councils concentrated efforts in case management to collect relevant information that translates into an employment plan for customers. Monthly brown bag trainings and case edits were held to address areas where change is needed. As a result, an improvement in assessment and employment planning processes was noted. Staff worked with job seekers and employers to develop quality worksite-learning opportunities to enhance skills and increase customer employability.

An information packet was developed that quantified the financial impact of services provided by DWS in each county. The data included numbers of customers and total financial assistance for most programs and was presented to various community partners. This resulted in better collaboration in helping families reach their desired goals.

Workforce Development

In the Roosevelt and Vernal offices, several DWS staff completed a petroleum technology course to better understand the skill and work requirements for oil field workers.

In Blanding, DWS staff coordinated a recruiting visit for worldstock.com (a subsidiary of overstock.com), who then signed up several Native American artisans to produce their merchandise. Over \$50,000 was given to the artists as an upfront payment for supplies and expenses.

In Moab, a series of workshops for employers was presented or arranged by DWS staff. Employers appreciated the variety of workshops.

Employment Exchange

The Eastern Region continues to provide excellent service to its employers and receives reciprocal support from employers. During the fiscal year, over 40 percent of the employers in the region listed a job with DWS — the highest percentage in the state. Online services were promoted by placing “Start Cards” in public areas and schools where job seekers have access to computers.

Quality of Work-Life

For the past several years, the region has had an employee advisory committee called the Eastern Personnel Action Committee (EPAC). EPAC has been constructive in identifying and addressing issues raised by the front-line staff. This information is then communicated to management. EPAC plans the annual employee retreat to which all front-line staff are invited while the managers and supervisors stay and run the offices. Employees are reporting positive feedback about the retreat.

Central Region



Gregory Diven

*Council Chair, Organizational
Management Consultants*

Central Region, comprised of Salt Lake and Tooele Counties, is the largest region in terms of population and customers served. Last year, the region's 500+ employees' monthly workload averaged 70,992 units of service (customer contact or service rendered) provided to job seekers and 2,293 units of service delivered to employers.

In the Central Region, a labor market recovery took hold in 2004 with new job growth and an unemployment rate of 4.8 percent. For the first time in several years, broad-based employment grew among all major industrial sectors. The strongest growth occurred in manufacturing and in professional and business services. With persistently low interest rates construction activity and employment increased at a healthy pace. This economic momentum continued into 2005 with year-over job growth of 3.3 percent in the first quarter of 2005.

To champion DWS' mission and to support projected workforce needs in the targeted growth industry sectors, (i.e., manufacturing, automotive services,

health and construction), the Central Region Council focused its efforts on strengthening partnerships with businesses and other entities to improve and expand customer training.

Economic Stability

The Central Region Council continued its industry-based roundtable series to help educate industry representatives about the services DWS provides and to help connect industry to appropriate workforce and training solutions. Three successful Manufacturing Roundtables were held and a number of issues and concerns were identified. Employers expressed concern that many job applicants lacked basic skills. To address this need, DWS partnered with Salt Lake Community College, Salt Lake/Tooele Applied Technology College and area employers. Using a DA-CUM (Developing a Curriculum) process, the group developed an employer-endorsed workplace essentials course. A second series of roundtables is underway with the automotive and heavy duty technician industry. A third series is planned for the construction industry.

The council also launched a Health Economic Literacy Campaign to support the healthcare industry. The literacy campaign promotes the economic benefits of

Regional Council Reports cont.

Central Region continued

workplace wellness programs and healthy lifestyles to employers. The council and DWS partnered with the Department of Health (DOH) to increase the involvement of small employers in the annual DOH Wellness Conference.

By out-stationing staff in domestic violence shelters and the Refugee Center, conducting Food Stamp outreach efforts at the food banks, coordinating with Vocational Rehabilitation's Choose-to-Work Program, maintaining involvement with the Refugee Resettlement Agencies, and collaborating with the local Community Action Program agency and with Aging Services, Central Region leveraged resources and expanded the array of services provided to customers.

Workforce Development

One of the most successful projects undertaken in Central Region was meeting WIA training outcomes and expenditure targets. Results achieved during the past year exceeded expectations. Over 1,200 customers received training services and all Department of Labor performance measures were met in both the adult and youth categories.

These achievements were attained with the support and involvement of the council. The council continues to seek quality training providers and approved five new schools during the reporting period.

Employment Exchange

Central Region hosted two outstanding Employment and Resource Fairs for ex-felons and offenders and refugees this year. The Business Services Center educated over 1,500 employers in topics such as employment law, tax credits, supervisory training, and online services. The region transitioned almost 40 percent of its employer customers to self-directed online services.

Quality of Work-Life

Central Region's Employee Connection Team (ECT) represents front-line staff to identify, address, and help resolve issues. The ECT partners with the region's Management Steering Team (RMST) to improve overall communication. The ECT and the RMST co-sponsored a program entitled "Recognition and Rewards" where staff submit ideas for process improvement and cost efficiencies.

The Telecommuting Pilot in the region's eligibility operations is a beneficial initiative contributing to the quality of employee work-life. It was designed to reduce turnover, increase productivity and job satisfaction, improve program accuracy and timeliness and address facility space issues. The project grew to include 25 telecommuters resulting in a reduction in the use of sick leave and an increase in worker productivity.

Mountainland Region



Deborah Van Leeuwen

*Council Chair, Bear Creek
Country Residents*

Economic conditions in the Mountainland Region were strong throughout 2004, with broad-based employment growth among all major industrial sectors. This economic momentum continued into 2005. Jobs were created in large numbers in construction, professional and business services, trade, and healthcare. The labor force is expanding by almost five percent, with net new jobs increasing at a relatively rapid pace of 5.4 percent. The unemployment rate in the region was approximately 5.3 percent at the beginning of 2004, declining to 4.5 percent in 2005.

The Mountainland Regional Council meets every other month and is an active participant in the operations of DWS in Utah, Summit and Wasatch Counties. Members of the council address important economic issues including the nursing shortage, services to veterans, community partnering for increased awareness and education, cultural diversity, online services, school outreach and others.

The committees of the regional council focus on four targeted industries: construction, manufacturing, tourism (particularly Park City), and healthcare. Focus on these targeted industries continues into the next planning year with the addition of industries identified in the Governor's new Economic Development Plan.

Economic Stability

The Nursing Shortage Taskforce partnered with members of the medical community to secure funding for a student cohort class at Utah Valley State College (UVSC). Twenty additional students will

graduate as registered nurses in 2006 as a result of this partnership.

The Youth Council partnered with the Mountainland Consortium of School Districts to serve youth ages 14-21, with the region having the second highest enrollment in the state and the third largest budget serving over 300 youth.

Youth job fairs were held to assist the hotels and resorts in gearing up for winter, and a partnership between the Park City DWS and Moab DWS assisted employees of the resorts in transitioning from winter to summer seasonal employment.

The Business Services Taskforce sponsored a state-wide conference on Cultural Diversity with Scott Warrick, a nationally recognized presenter. The conference drew over 150 business representatives from around the state.

Employment Exchange

DWS assisted in mass recruitments for Schwan's, Starbuck's, Simply Services, Dollar Tree, SOS Staffing, Teleperformance and a host of other businesses. In total, since July 1, 2004, Mountainland Region has assisted 1,705 unique businesses with 7,484 job recruitments. In addition, workshops were provided to train business partners in the use of DWS online recruitment services.

Quality of Work-Life

Front-line workers developed a region-wide incentive plan to reward high outcomes and individual achievements by staff. A regional Awards Recognition Banquet recognized employees' years of service and outstanding career accomplishments. An individual development program was initiated as a career development opportunity, including leadership training for front-line employees.

Regional Council Reports cont.

Western Region



James English
Council Co-Chair, The Spectrum News



Libby Zenger
Council Co-Chair, ADR Consultant

Despite floods and fire, most Western Region counties experienced improved economies. This year, Iron County received the distinction of being the third fastest growing county in Utah. On average, growth in Western Region's major economic indicators outpaced state averages in all but one category: construction permitting. All counties generated employment expansion and experienced declining unemployment rates. Overall, the Western Region jobless rate measured 4.5 percent. Nonfarm job growth measured almost 7 percent, which is more than double the statewide rate of 3 percent. Since the rate of nonfarm growth is the best indicator of county-level economic well-being, the Western Region appears to be in robust economic condition.

Economic Stability

Western Region service providers attended Coordinating Council meetings which included various community organizations. The Transition to Adult Living (TAL) Initiative was implemented throughout the region with Phase I and Phase II training now complete. Four foster students are involved in the

Employment and Training Voucher program.

DWS staff and partner agencies were trained in the Case Staffing Model. Employment counselors find the model useful in helping customers resolve issues. Follow-up training is also provided.

Western Region continues to improve in program timeliness and exceeded last year's percentages in all programs. Food Stamp payment accuracy increased, and Western Region has been the highest in the state for the past two years. The dollars received by customers contribute greatly to the economic stability of Western Region. The total dollars infused into the eleven county area economy during Program Year 2004 was \$30,533,428.

Workforce Development

Western Region Council and DWS identified the targeted industries for each county: construction, manufacturing, travel and tourism, healthcare, mining, lumber, professional and business, government, and most recently oil and gas exploration. Western Region's goal of 20 customers having a targeted industry as a service in their plan was surpassed with 100 customers having targeted industry as a service.

Western Region achieved its performance target for New and Engaged Employers and Employers Retained, exceeding its target by more than two percent in each category. The Employment Rate, Employment Retention Rate, and Increased Earning Rates for job seekers continue to increase.

Employment Exchange

Western Region dedicated resources and expertise to improve the quality and efficiencies in the job connection areas and employment exchange system. Employment counselors were trained in using online services. Workshops conducted help job seekers enter resumes and search for employment and other information online. Business consultants and employment counselors are marketing jobs.utah.gov to increase the number of employers using online services to:

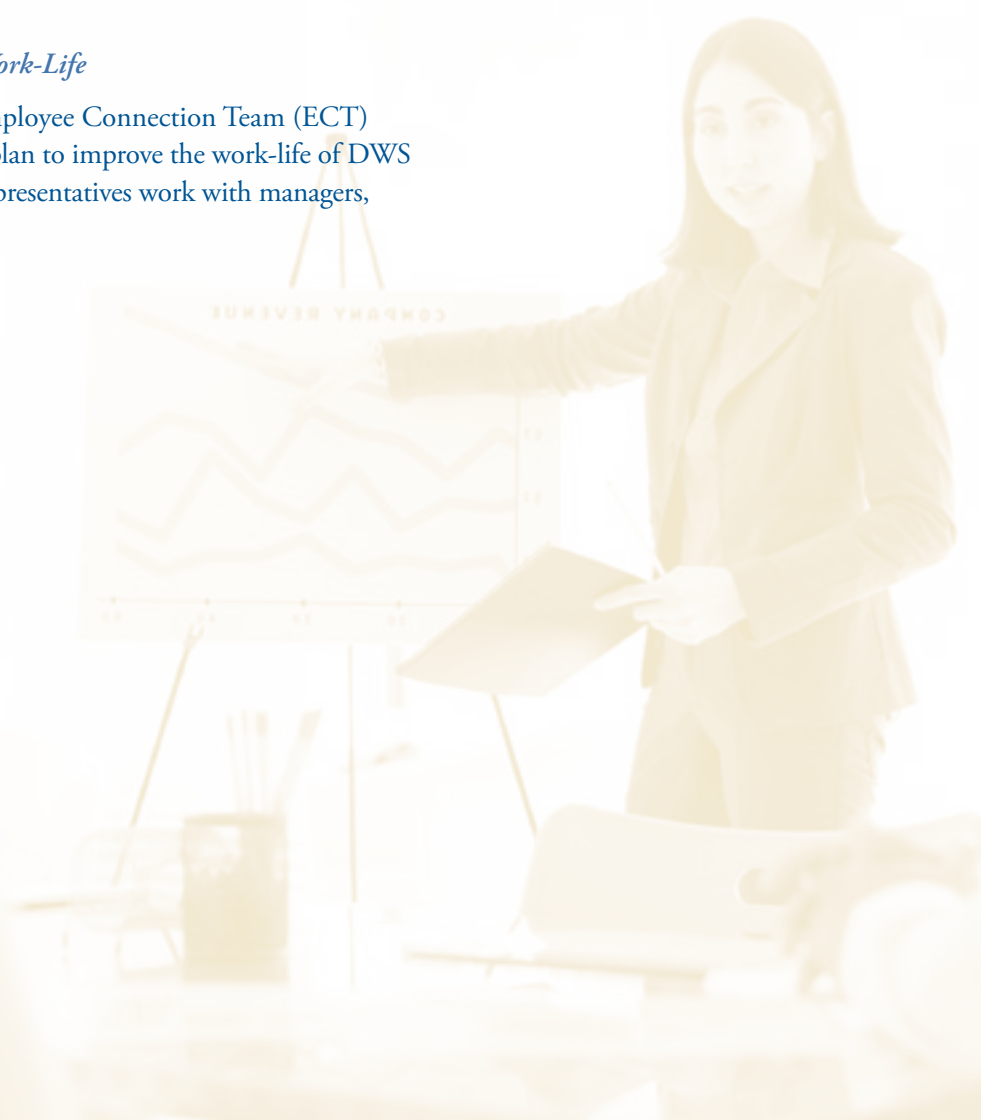
- Enter job orders
- Access wage data
- Retrieve unemployment insurance information
- Gather economic information

Quality of Work-Life

A Region Employee Connection Team (ECT) developed a plan to improve the work-life of DWS staff. ECT representatives work with managers,

supervisors and Region Management Team members to develop action plans and results that are discussed at staff meetings.

Service providers are encouraged to identify areas where they need improvement or professional development. Managers and supervisors ensure that training and mentoring are available. The Region Management Team developed a process to reward employees for efforts that result in increased efficiency or cost savings. Thereafter, each employment center developed an incentive plan.



State Council

on Workforce Services



Kevin Crandall

*Chair, State Council on
Workforce Services*

The vision for integrated workforce services in a system of one-stop employment centers has become a

reality. Utah's workforce development system is an effective network of services and programs targeted at improving the state's workforce through productivity, employment and customer satisfaction. DWS continued this year, as it will the next, to refine and improve the system. Many other states are modeling systems after Utah's.

The council meets on a quarterly basis and is involved in various workforce development activities. A few noteworthy events include the following:

- In February, Governor Huntsman appointed Tani Pack Downing to serve as the Executive Director of the Department of Workforce Services.

- In March, the council held a planning session to develop the Workforce Investment Act PY 2005 - 2006 State Plan. The State Plan was approved by the Department of Labor in July.

- The Department of Labor awarded DWS and the Division of Child and Family Services its Recognition of Excellence Award — Recognizing Special Populations in the Workforce. This occurred in July at the Workforce Innovations Conference in Philadelphia and acknowledges Utah's Transition to Adult Living project for youth in foster care.

Outstanding

customers



Tisheena Redhouse
WIA Youth Award

Tisheena, a young mother struggling to meet all her financial and parental commitments, came to DWS in need of supportive services. Tisheena lives on the Utah Navajo Nation Reservation. This remote area, with its associated transportation challenges, complicates work and educational opportunities. Although she was struggling to meet her basic needs, she had not lost sight of her dream to become a nurse. DWS and Vocational Rehabilitation combined resources to help her achieve her dream. Tisheena knew what she wanted and with energy and courage she overcame seemingly insurmountable barriers.

Tisheena prepared herself by passing prerequisites and was accepted into the LPN program at the College of Eastern Utah, San Juan Campus. She traveled from her home in Aneth to Blanding and back each

day logging 600 miles a week to attend class and complete required clinicals in surrounding communities. In May 2005, Tisheena completed the requirements for her LPN certification and passed her board certification exams. She now works for the Utah Navajo Health Systems as a nurse. Tisheena is the oldest of six children and her example has inspired not only her family but everyone who has watched her achieve her goals.



Dawn Davies
WIA Youth Award

Dawn Davies came to DWS in March of 2004. Dawn displayed a great desire to return to school and finish her education. She began by studying for and passing her GED on her first attempt. Dawn continued going to the adult education program at the Mountainland Applied Technology

Outstanding Customers cont.

Dawn Davies continued

College. She lacked 21 packets to receive her adult education diploma. She completed all 21 packets in just one month and graduated from high school.

From the beginning, Dawn displayed a desire to go into the field of social work. DWS helped Dawn find an internship which she completed at the Center for Women and Children in Crisis. She served as the assistant to the director and fulfilled many other job roles. She received excellent marks on every progress report. Dawn is currently working at the Food and Care Coalition. Her future plans include completing her bachelor's degree and beginning a career in social work.

Wendee, a single mother receiving no child support, was working at a nursing home earning \$6.25 per hour when she sought DWS financial help. She asked about beginning an LPN or RN program

and was told that DWS could support only a two-year program. By June 2003, Wendee had achieved her pre-requisites on her own with PELL grants and school loans and was accepted into the RN program at Dixie State College.

While she attended Dixie State College's RN program, she endured three surgeries but maintained a 3.4 grade point average. Wendee achieved her goal of becoming a registered nurse. She works at the Intermountain Health Care hospital in St. George. She also works as needed at Purgatory Correctional Center in Hurricane.



Wendee Yorgensen
TANF/Adult



Amber Atkin
TANF/Adult

Amber, a single mother with two children, was enrolled in training to become a diesel mechanic. She did very well in school and was a model

customer in the training program. After a fire burned her home to the ground, Amber developed a phobia and had a difficult time attending a required welding class. She worked with the counselor to overcome her fear of fire before completing and passing the class.

Amber completed her training and has a full-time job as a diesel mechanic at Wheeler Machinery in Salina. She earns enough to support her family without financial assistance from DWS. Amber's remarkable strength in overcoming obstacles to attain her goals serves as an inspiration.



Joshua Dees

Dislocated Worker

Joshua was employed with Boeing for nearly four years as a materials analyst. He was laid off and sought services at DWS to begin training. Joshua had enrolled at Westminster College to complete his degree while working full-time at Boeing. He was motivated and eager to complete his degree to obtain employment as a computer software engineer.

Joshua commented that when he was laid off he thought it was the worst thing that could happen to him. However, he has since stated that perhaps it was the best thing. Since approval of his training, Joshua obtained exceptional grades and obtained employment in this career area.

He obtained his Bachelor of Science degree in Computer Science at Westminster College in December 2004. He started a paid internship with Black Diamond to fulfill the requirements of his major. This company quickly saw his potential and hired him full-time as a department manager over the computer staff.

Carmen is a single mother of four children, two of whom live at home. While Carmen was employed with Boeing as a Quality Control Specialist she attended the University of Phoenix to obtain her Bachelor of Science degree. Boeing funded her education hoping to offer her a better position.



Carmen Manzanares

Dislocated Worker

Outstanding Customers cont.

Carmen Manzanares continued

Unfortunately, Boeing suffered from the events of September 11, 2001. Aircraft demand declined and the need for employees dropped. Carmen was laid off due to a reduction in force. She worried about her ability to pay for her schooling. DWS sent a representative to her employer who explained the services and benefits available. Carmen called DWS to make an appointment to discuss her training needs. She was thrilled to learn that she might qualify for training through the Trade Adjustment Act. Her goal to complete her bachelor's degree was again on track.

Carmen graduated this year with a Bachelor of Science degree in Computer Technology. She began working full-time at the Red Cross as an Administrative Assistant III where she is currently building databases.



The Spectrum
Outstanding Employer

Marie Bowcut and Gloria Bertram, pictured at the bottom left respectively, of The Spectrum News in St. George were struggling to recruit qualified employees. With DWS' help, they now recruit qualified employees. They also are willing to train employees who lack skills.

The Spectrum provides many employment opportunities to persons with various disabilities. They provide on-the-job training for DWS customers, and many are still employed by The Spectrum. The partnership between DWS and The Spectrum has been successful in helping customers obtain skills and become gainfully employed.

During the last year, The Spectrum placed 33 DWS job orders. The company sought opportunities to partner with DWS in job fairs, on-site recruitments, career days, on-the-job training, apprenticeships, internships, employer committees, sponsorships of DWS seminars, and more.

Being community oriented, they partnered with the Western Region Council and DWS to develop the *Executive Summary* booklet containing Washington County economic information. This booklet is distributed to employers located in Washington County.

The Spectrum provides a benefit package for its employees and is an employee-friendly company. Management believes in making their employees feel valued by finding ways to reward them.



Lisbon Valley Mining Co.
Outstanding Employer

Bob Washnock, pictured above, is a plant manager at the Lisbon Valley Mining Company located in La Sal, Utah. Lisbon Valley Mining Company has a large impact on the economies of San Juan and Grand counties. The jobs available at the mine are long-term jobs that pay well and provide benefits. The mine plans to employ approximately 140 people, which represents an increase of 1.7 percent in total non-farm jobs for the two counties. This represents a 57 percent increase in mining jobs for these two counties.

Lisbon Valley Mining represents a targeted industry for Eastern Region. Opportunities exist for non-traditional employment at the mine. To date, the company has hired six women in non-clerical positions, including long-haul truck drivers and heavy equipment operators. This demonstrates a willingness to employ women in good jobs within a male-dominated industry.

As a targeted industry, Lisbon Valley Mining participated in the DWS annual Grand County High School Career Fair. They held recruiting days and hiring fairs at three locations in Grand and San Juan Counties. Approximately 70 people attended the Moab event to meet with company officials. Turnout far exceeded company expectations. Faced with overwhelming numbers of applicants, they moved quickly to call in additional management staff.

The company's human resource contact, Claudia Berner, meets regularly with DWS business consultants, managers, and Local Veterans' Employment Representatives (LVER). Her employer has shown a commitment to economic development in the community. Claudia attended a number of DWS workshops this year. The company has given tours of the mine property and facility for several DWS staff members to provide a better understanding of the business and its needs.

Mission

We provide employment and support services for our customers to improve their economic opportunities

Vision

We are preparing our customers to prosper now and as the workforce of the future

Code of Ethics

We are accountable.

This means we are:

- Fair, considerate, and respectful in our interaction with our customers
 - Committed to professional competence
 - Honest and trustworthy in our relationships
 - Law abiding in our activities
 - Economical with our resources
- Committed to providing responsive and high-quality services

Strategic Goals

With efficiency, effectiveness and humanity, the Department of
Workforce Services will:

- Promote economic stability and self-sufficiency for all our customers
- Contribute to the development of a workforce that is prepared for
the jobs of today and the future
 - Provide a dynamic employment exchange system
 - Support quality of work-life for all DWS employees



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